

# Downtown Views

## SPECIAL EDITION: Survey Results

The results of the *Input '98* GSA Customer Satisfaction Survey are in. There were 1,585 questionnaires distributed throughout the building, of which 522 were completed and returned for evaluation by *The Gallup Organization*. We are pleased to announce that the JFB received an overall satisfaction rating of 85%

This rating is an increase of 1% over the previous 1996 rating of 84% (surveys are conducted every other year). The areas of most significant improvement included: indoor air quality, ventilation, and temperature. The areas of greatest concern included: al-

terations, security, food service, and custodial. (Additional details can be found throughout this newsletter).

There were 203 personalized comments included in the surveys returned. However, since the surveys were conducted anonymously, it is impossible to address individual concerns with the persons who raised them. In an effort to put this valuable information to good use we intend to address a few of them in this special edition of the newsletter.

*(refer to Special on page 4)*

### Interesting Comments

There are always a few comments that are interesting, especially when taken out of context. Here's a brief sampling:

*"There is no medical unit in this building."* **We guess this person has never been to the 5<sup>th</sup> floor or read the lobby directory.**

*"90 percent of employees have skin rash/hemorrhoids from federal toilet paper."* **Now that's one survey we're glad we didn't have to conduct!**

*"Please hire (restroom) maintenance personnel who can speak English..."*



**Nothing like stimulating conversation to pass the time.**

**One tenant writes** "It's more of a police state in this building with Gestapo like treatment..." **While still another writes** "We need more security. Get paranoid using the toilet!!"

*(refer to Interesting on page 4)*



## Tenant Agency Driven Issues

A few of the comments received from each survey contain issues caused by the employee's own agency. The following is a brief sampling:

*"Changing the cleaning services to work afternoons is the dumbest thing GSA has ever done... just try to have a professional phone conversation with a vacuum running."*

*"Lights go out too early. Air conditioning goes off too early. No way to regulate heat on weekends or after hours."*

*"Why are cleaning people cleaning and vacuuming at 3:00 PM? They should be doing this before most of us start work."*

*"Make heat/air conditioning more accommodating for flexible work schedules."*

*"... such systems should be broad enough to cover flex time workers..."*

*"Lights are always going off on weekends."*

*"We need lighting after normal business hours. It should not have to cost extra..."*

Actually, it does have to cost extra. Basic tenant rent covers service for 11 hours per day, Monday – Friday, excluding federal holidays in accordance with federal law (41 CFR 101). Federal buildings are no different than commercial buildings. Anything beyond those standard hours, such as flex schedules and overtime, need to be paid for by the using agency (utilities don't come cheap). What complicates the issue is that some agencies allow their employees to work after standard building hours without HVAC or lights, which in turn focuses undeserved complaints upon GSA.

Custodial work is scheduled after hours in accordance with standard industry practice (this is both more efficient for custodians and less disruptive to federal employees). However, security regulations of some tenant agencies require custodial work be accomplished while the space is occupied. Unfortunately this practice also generates undeserved complaints upon GSA.

We offer no excuses, just explanations.



## HVAC Issues

It's no surprise that there were numerous comments (mostly complaints) regarding ventilation, temperature, and air quality. However, overall ratings in this area were up.

Survey statistics:

- Ventilation: 54% satisfied (up from 40%)
- Summer temp: 58% satisfied (up from 41%)
- Winter temp: 60% satisfied (up from 46%)
- Air quality: 49% satisfied (up from 40%)

Here's a brief sampling of the comments:

*"The ventilation in the building is horrible."*

*(refer to HVAC on page 3)*

## Downtown Views

**Downtown Views** is a bi-monthly newsletter published by GSA's Jackson Property Management Team to help keep clients informed of building related issues, events, and policies.



Please direct all correspondence to:  
Editor, Downtown Views, General Services Administration, 915 Second Avenue, Room 1894, Seattle, WA 98174. (fax 220-5025 or e-mail at [jackson.pmt@gsa.gov](mailto:jackson.pmt@gsa.gov))

**GSA Service Call  
Hot Line  
220-5050**

## HVAC

*(continued from page 2)*

*"The building is too hot."*

*"My space is freezing."*

*"Can fresh air be brought in?"*

*"I'm assuming the air is filtered...everyone gets sick."*

*"The air quality in this building sucks. It is terrible."*

*"Why can't we open the windows for fresh air?"*

Yes we do filter the delivered air because outside air is not fresh. I repeat, not fresh! Additionally, a regimented maintenance program and annual air quality testing by the U.S. Public Health Service help us ensure a safe indoor environment.

GSA has just wrapped up a major 1 ½ year-long HVAC upgrade. Although progress has been made and ratings are up we will continue to pursue an indoor air environment suitable to everyone.

## Building Hours

**6:30 AM - 5:30 PM**

## Positive Comments

Here is a sampling of a few of the more positive comments received:

*"Whatever I needed, building management responded immediately."*

*"Cleaning and security personnel are wonderful."*

*"Food service in the cafeteria is GREAT."*

*"I love the new bicycle racks that have been installed."*

*"I travel a lot; Jackson Federal Building is the best federal office that I've encountered."*

*"I like dealing with the maintenance people. They usually have a sense of humor and can take a joke."*

*"Nice people, GSA."*

*"Improvement over previous years has been noted in many areas."*

*"Professionalism of security personnel has improved."*

*"Appreciate having the smoking taken outside."*

Thanks, it's nice to know we're appreciated!

## Building Renovation

There were also numerous comments regarding the outdated overall condition of the building (you have no idea how long and hard we've been fighting for money to redo those ugly 1970s elevators!).

The good news is we expect Congress to give us approximately \$28 million for a building-wide renovation. The bad news is that actual construction is not scheduled to start until 2001.

Major areas impacted include:

- cafeteria remodel
- lobby upgrades
- corridor upgrades
- ADA upgrades
- signage upgrades
- restroom upgrades
- elevator upgrades
- plaza refurbishment

The Henry M. Jackson Federal Building is still the flagship federal office building of the Pacific Northwest. With a little spit and polish (and a few million dollars of course) we hope to restore the

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## FEDERAL DAY CARE

Little Eagles  
Second & Madison  
Ph 382-9869

Green Tree  
Sixth & University  
Ph 553-8212

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## Telephone List

Cafeteria, 622-3947  
 Conference Rooms, 220-6129  
 Credit Union, 682-7622  
 Fitness Center, 220-6134  
 Health Unit, 220-7630  
 Lost and Found, 220-6620  
 Security, 220-6620  
 Service Calls, 220-5050

## EMERGENCIES

**9-253-804-4777**  
**GSA Federal Protective  
 Service**

## Special

*(continued from page 1)*

A complete set of survey results, including the hand written comments, are available for review in the GSA Jackson Property Management Team office located in room 1894. For additional information, please contact us by phone on 220-5055, by fax on 220-5025, or by email at [jackson.pmt@gsa.gov](mailto:jackson.pmt@gsa.gov).

“So now what?” you may ask. Well we’re going to fix the easy stuff right away and budget/plan for the more difficult ones.

## Editor’s Comment

*By Steve David*

As Editor of the Downtown Views since it’s inception in 1994 I have been privileged to meet and get to know many people at the JFB. Along with tenants, visitors, and staff I have celebrated the good times and weathered the bad.

However, my main function is that of Senior Property Manager. And as such, my job is two fold — to protect a very valuable and expensive government asset and to help tenants achieve their individual missions by providing a productive work environment.

Tenant comments provide very valuable feedback for the management of this complicated building. I am sincerely interested in any and all comments regarding the Henry M. Jackson Federal Building. Please contact me at the following:

[jackson.pmt@gsa.gov](mailto:jackson.pmt@gsa.gov)

## Planet GSA



**Drive, Build,  
 Buy & Save  
 GREEN**

## Calendar of Events

Jan 1 Holiday,  
 Building Closed  
 Jan 15 Blood Drive, all day  
 South auditorium  
 Jan 18 Holiday,  
 Building closed  
 Feb 15 Holiday,  
 Building closed  
 Feb 19 Blood Drive, all day  
 South auditorium

## Interesting

*(continued from page 1)*

*“Everything is Great. I am very pleased with the building I work in. GSA is doing a great job and I thank them. Thank you building management for running things so smoothly. You make my job a lot easier and a pleasant place to work.”* **Thanks, your check is in the mail!**

Seriously though, we really do appreciate all the comments. Even though we make light of them in this article, we intend to incorporate as many as practical.

## Your GSA Jackson Property Management Team

### Building Managers:

Stan Catchpole,  
 Mike Westvold,  
 Steve David, 220-5055

### Administrative Services:

Laura Wright, 220-5048

### Mechanical Services:

Curtis Kelly, Diane Murdock, Owen Butler,  
 Chuck Eddington, Ted Peros, John McQueen,  
 Bob McDaniel, Rob Manos, 220-5031